

ONR Acquisition Department

Acquisition Dept

Post Award Survey
Pre Award Survey

Thank you for taking the time to complete this survey. You have been selected as part of a representative group of ONR 02 customers. The purpose of this survey is to collect your thoughts about ONR 02 support. The results of the survey will be used, along with other performance measures, to assess procurement office performance and to ultimately improve service delivery. The survey is made up of statements about various aspects of customer focus. For each statement, please rate your relative agreement and the relative importance associated with it. Respond by marking the N/A category only if you do not have enough information to respond to a particular statement. In responding, please consider only your personal, direct experience with this procurement office in the past quarter.

Please complete your surveys by October 14, 2005. If you have any questions please contact Celeste Fuyertes, ONR 22.

Pre Award Survey Post Award Survey

ONR Acquisition Department Pre Award Survey

Always	Often	Seldom	Never	Not Applicable
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Very Important	Important	Not Important
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Level of Importance

1. Contracts/Grants are executed when I need them.
2. My contracts/grants office works with me to develop procurement/assistance strategies early in the planning process.
3. When timeframes run longer than expected, my contract/grants office informs me of the status of my procurement actions.
4. My contract/grants office does a good job of preventing problems that may lead to delays in contract execution.
5. Vendors selected for award, offer the best overall value to the government.
6. In all pre-award decisions contract/grant personnel display sound business judgment.
7. Contract/grant personnel have adequate knowledge of the product or services being procured.
8. My contract/grant office personnel demonstrate creativity in developing effective alternatives when faced with programmatic challenges.
9. Contracting personnel share my commitment to accomplishing the mission.
10. My small business office plays an active role in planning my acquisitions.
11. I am satisfied with the services provided by my contract/grants office.
12. I am satisfied with the responsiveness of my contract/grants office.

13. Contract/grant operations are conducted in an ethical manner.
14. I am satisfied with communications with my contract/grant office.
15. My contract/grant office is flexible and works with me to solve acquisition problems quickly and effectively.
16. My contract/grant office utilizes my technical expertise.
17. My contract/grant office effectively balances the need to adhere to regulations and to spend the taxpayer's money wisely with the needs of the program office.
18. Program Office personnel receive adequate training to provide complete requirements (PR) packages.
19. How would you rate your contract/grant office for overall performance.

Excellent
Above Average
Average
Below Average

20. My role within ONR as a customer could best be described as:

ONR Project Officer or IPA
ONR Program Analyst
Contract Employee at ONR
Detail to ONR
Requiring Official from other than ONR

21. I feel that my contracts/grants office and its management can better served my needs by:

22. General Comments

Acquisition Dept Post-Award Survey

1. Contract/grants administration actions are done when I need them.
2. My contract/grant administration regional office works with me to solve administration issues in a timely manner.
3. When timeframes run longer than expected, my contract/grants administration office informs me of status of my procurement actions.
4. My contract/grants office does a good job of preventing problems that may lead to additional administrative burdens.
5. Payments are generally processed in a timely manner.
6. Contract/grant administration personnel display sound business judgment.
7. My contract/grants administration office personnel demonstrate creativity in developing effective alternatives when faced with programmatic challenges.
8. Contracting personnel provide effective contract administration.
9. Payment and other post-award administration problems with contract/grants are resolved in a timely manner.
10. I am satisfied with the services provided by my contract/grants administration office.
11. I am satisfied with the responsiveness of my contract/grants administration office.
12. Contract/grant administration is conducted in an ethical manner.
13. I am satisfied with communications with my contract/grant administration office.
14. My contract/grant administration office is flexible and works with me to solve acquisition/assistance problems quickly and effectively.
15. My contract/grant administration office utilizes my technical expertise.

16. How would you rate your contract/grant administration office for overall performance?

Excellent

Above Average

Average

Below Average

Unsatisfactory

17. Please describe the type of organization you work for:

ONR Project Office

Government Agency other than ONR

University Business Office

University Principal Investigator or Researcher

18. I feel that my contract/grant administration office can better serve my needs by:

19. General Comments: